

# IT Services Review - Progress Report

September 2012

This report provides an update on the review of centrally supported IT Services and the progress being made with each College with respect to their increased use of central resources. The report focuses on the following key service areas.

- E-mail
- Managed desktops – Standard Staff Desktop (SSD)
- Helpdesk
- Central filestore

It should be noted that there is a significant range of centrally supported IT services which by their nature Colleges and Central Administration depend on, the full 'IT services support matrix' is detailed in **Appendix 3**.

*Network Upgrades has emerged as a significant requirement for Colleges and University Services. IT services and College IT staff prepared a detailed proposal for a comprehensive Network Upgrade programme which the University has agreed to fund. Work is progressing on establishing College priorities leading to a detailed project plan for implementation.*

## Summary

College of	Arts	Medical, Veterinary and Life Sciences			Science and Engineering.					Social Sciences	
	Arts	IBLS	Med	Vet Med	Eng	Maths/ Stats	SCS	Psychology	Physical Sciences	LBSS	Edu
Core Service											
Central e-mail											
Agreement	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Actions Complete	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	WIP	Yes	Yes
Central SSD											
Agreement	Yes	Yes	Yes	Yes	Yes For all Admin staff and staff from GES					Yes	Yes
Actions Complete	Yes	WIP	WIP	WIP	Yes For all Admin staff and staff from GES					WIP	Yes
Central HelpDesk											
Agreement	Yes	Yes	Yes	Yes	To be decided	Yes	To be decided	Yes	WIP	Yes	Yes
Actions Complete	Yes	Yes	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes
Central Filestore											
Agreement	Yes	Yes	Yes	Yes	To be decided					Yes	Yes
Actions	Additional central filestore purchased and deployed via SSD shared drives.										

\*WIP – Work In Progress

## **College of Medicine, Veterinary and Life Sciences (MVLS)**

### **E-mail**

Agreement reached on 'Initial' e-mail mailbox limits and a pragmatic approach agreed to increase allocations to accommodate business needs. **All staff from MVLS use centrally provided e-mail services**

**Actions complete**

### **Managed Desktops**

Agreement reached on the following;

- Initial home drive allocations – Tier 1 storage
- Initial 'secondary' home drive allocations – Tier 2 storage
- Shared drive structure and initial allocations

The Standard Staff Desktop model is now the primary desktop deployment within MVLS.

**Status - Work In Progress, see remaining issues**

### **Helpdesk**

MVLS staff, students and IT support staff have adopted the centrally supported Helpdesk.

**Action complete**

### **Central Filestore**

The College have identified significant storage requirements to support its teaching, research and administration functions. Additional storage is being delivered via the SSD shared drive model.

### **College IT structure**

MVLS have appointed a College IT manager.

### **Remaining issues**

**Licensing issues associated with Honorary staff** – Resolution may require uplift to Campus agreement recurrent cost to include Client Access licenses (CALs) for Honorary staff. **Some progress has been made due to 'VS' staff reductions allowing us to recalculate our 'FTE' numbers and increase the number of Honorary licenses (CALs). Resolution by July 2013**

#### **E-mail**

Current workloads relate to the migration of staff e-mail accounts from legacy centrally supported systems to the Exchange 2007/2010 services hosted within the new 'Campus' AD domain. **Resolution requires input from College IT staff; target date for completion is March 2013.**

### **SSD Managed Desktops**

Current workloads relate to the migration of staff accounts and data from College systems and legacy SSD systems to the SSD5/SSD7 models. Difficulties with shared drive provisioning have emerged; in particular identifying staff that should have permissions to access specific shared data. This will require IT staff resources from IT Services and the college to resolve. **Target date for completion is July 2013.**

## **College of ARTS**

### **E-mail**

Agreement reached on 'Initial' e-mail mailbox limits and a pragmatic approach agreed to increase allocations to accommodate business needs. **All staff from ARTS use centrally provided e-mail services**

**Action complete**

### **Managed Desktops**

Agreement reached on the following;

- Initial home drive allocations – Tier 1 storage
- Initial 'secondary' home drive allocations – Tier 2 storage
- Shared drive structure and initial allocations

The Standard Staff Desktop model is now the primary desktop deployment within ARTS.

**Status – Work In Progress, see remaining issues**

### **Helpdesk**

The College was an early adopter of the central helpdesk service and continues to make good use of the service.

**Action complete**

### **Central Filestore**

The College have identified significant storage requirements to support its teaching, research and administration functions. Additional storage is being delivered via the SSD shared drive model.

### **Remaining issues**

#### **SSD Managed Desktops**

Current workloads relate to the migration of staff accounts and data from College and legacy SSD systems to the SSD5/SSD7 models. **Target date for completion is February 2013.**

## College IT structure

ARTS have appointed a College IT manager and have reviewed the range of services it needs to retain and the corresponding IT support structure

## College of Social Sciences (COSS)

### E-mail

Agreement reached on 'Initial' e-mail mailbox limits and a pragmatic approach agreed to increase allocations to accommodate business needs. **All staff from COSS use centrally provided e-mail services**

**Action complete**

### Managed Desktops

Agreement reached on the following;

- Initial home drive allocations – Tier 1 storage
- Initial 'secondary' home drive allocations – Tier 2 storage
- Shared drive structure and initial allocations

The Standard Staff Desktop model is now the primary desktop deployment within COSS.

**Status - Work In Progress, see remaining issues**

### Helpdesk

The College was an early adopter of the central helpdesk service however due to resource issues relating to the Helpdesk operations, not all schools within the College were able to make full use of the service. After an internal review, IT services have rectified this situation

**Action complete**

### Central Filestore

The College have identified their additional storage requirements to support its teaching, research and administration functions. Additional storage will be delivered via the SSD shared drive model.

## College IT structure

Social Sciences have appointed a College IT manager and reviewed the range of services it needs to retain and the corresponding IT support structure

### Remaining issues

#### SSD Managed Desktops

Current workloads relate to the migration of staff accounts and data from College and legacy SSD systems to the SSD5/SSD7 models. **Target date for completion is March 2013.**

## College of Science and Engineering (COSE)

IT services and staff from COSE, continue to discuss the potential benefits, for the College, of a range of centrally supported IT services. To date progress has been made with respect to the adoption of the centrally supported exchange e-mail service.

### e-mail

Detailed plans have been prepared and are being implemented to effect the transition of schools within COSE to the central Exchange e-mail service. Agreement reached on 'Initial' e-mail mailbox limits and a pragmatic approach agreed to increase allocations to accommodate business needs. Progress to date is as follows:

• School of Mathematics and statistics –	<b>Complete</b>
• School of Engineering –	<b>Complete</b>
• School of Geography and Earth Sciences –	<b>Complete</b>
• School of Physics and Astronomy –	<b>Complete</b>
• School of Chemistry -	<b>Work in Progress – Accounts created, Migrations performed on request</b>
• School of Computing Science –	<b>Complete</b>
• School of Psychology –	<b>Planning stage – Target completion Date - March 2013</b>

### Managed desktops

Staff from COSE, have requested clarifications on a number of issues relating to the Standard Staff Desktop (SSD) model. IT Services staff has responded and discussions are ongoing. However the SSD model has been adopted for Admin and Operational staff within the College.

### Helpdesk

Staff and Students from the College of Science and Engineering use the Central helpdesk for a variety of support requests relating to centrally provided IT Services. In addition the following schools use the Central helpdesk to help manage their IT support functions.

- School of Chemistry
- School of Psychology
- School of Mathematics and Statistics
- School of Physics and Astronomy

### Central Filestore

Staff from COSE, have requested clarifications on a number of issues relating to the Central filestore and backup service. IT Services staff has responded and discussions are ongoing.

### College IT structure

COSE have established an IT working party to review a range of issues including;

- IT governance
- College and School specific IT services
- IT support at College level
- IT support at School and RI level

COSE have appointed a College IT Manager.

## Appendix 1. E-mail Service Provision

NB campus.gla.ac.uk, exchange.gla.ac.uk, udcf.gla.ac.uk, medmail.gla.ac.uk and netmail.gla.ac.uk are all centrally provided services.

College of Arts			College of MVLS			College of Science and Engineering	
Final Delivery Address	Number		Final Delivery Address	Number		Final Delivery Address	Number
campus.gla.ac.uk	574		campus.gla.ac.uk	1668		campus.gla.ac.uk	931
englang.arts.gla.ac.uk	14		exchange.gla.ac.uk	658		dcs.gla.ac.uk	14
divinity.arts.gla.ac.uk	9		udcf.gla.ac.uk	164		chem.gla.ac.uk	75
arthist.arts.gla.ac.uk	9		medmail.gla.ac.uk	141		udcf.gla.ac.uk	73
history.arts.gla.ac.uk	9		glasgowctu.org	43		psy.gla.ac.uk	39
archaeology.arts.gla.ac.uk	7		psy.gla.ac.uk	36		physics.gla.ac.uk	21
arts.gla.ac.uk	7		formed.gla.ac.uk	34		exchange.gla.ac.uk	4
scotlit.arts.gla.ac.uk	6		ggc.scot.nhs.uk	4		ges.gla.ac.uk	4
exchange.gla.ac.uk	4		gmail.com	3		maths.gla.ac.uk	3
hatii.arts.gla.ac.uk	4		msoc.mrc.gla.ac.uk	3		aero.gla.ac.uk	3
classics.arts.gla.ac.uk	4		ihr.gla.ac.uk	2		gmail.com	3
tfts.arts.gla.ac.uk	4		dcs.gla.ac.uk	1		mech.gla.ac.uk	2
visitors.arts.gla.ac.uk	2		gri-biochem.org.uk	1		elec.gla.ac.uk	2
celtic.arts.gla.ac.uk	2		strath.ac.uk	1		sphsu.mrc.ac.uk	1
philosophy.arts.gla.ac.uk	2		tannoch.org	1		medmail.gla.ac.uk	1
french.arts.gla.ac.uk	1		northglasgow.scot.nhs.uk	1		eng.gla.ac.uk	1
music.arts.gla.ac.uk	1		nzaqua.com	1		music.arts.gla.ac.uk	1
englit.arts.gla.ac.uk	1		doctors.org.uk	1			
hull.ac.uk	1		dental.gla.ac.uk	1			
gmail.com	1		btinternet.com	1			
			scotland.gsi.gov.uk	1			
			sphsu.mrc.ac.uk	1			
			nes.scot.nhs.uk	1			
			canniesburn.org	1			
<b>Total</b>	<b>662</b>		<b>Total</b>	<b>2769</b>		<b>Total</b>	<b>1177</b>
<b>% non central</b>	<b>13.29</b>		<b>% non central</b>	<b>4.98</b>		<b>% non central</b>	<b>16.6</b>
<b>% exchange</b>	<b>86.71</b>		<b>% exchange</b>	<b>84.00</b>		<b>% exchange</b>	<b>79.43</b>

<b>College of Social Sciences</b>			<b>University Services</b>				
<b>Final Delivery Address</b>	<b>Number</b>		<b>Final Delivery Address</b>	<b>Number</b>			
campus.gla.ac.uk	1045		campus.gla.ac.uk	2509			
exchange.gla.ac.uk	37		exchange.gla.ac.uk	40			
netmail.gla.ac.uk	20		udcf.gla.ac.uk	16			
udcf.gla.ac.uk	15		kaplan.com	2			
strath.ac.uk	5		gmail.com	1			
educ.gla.ac.uk	4		mis.gla.ac.uk	1			
dcs.gla.ac.uk	2		btinternet.com	1			
lbss.gla.ac.uk	2		bowling.cent.gla.ac.uk	1			
ed.ac.uk	1		dcs.gla.ac.uk	1			
harpermacleod.co.uk	1		glasgowctu.org	1			
ntlworld.com	1		mod.uk	1			
physics.gla.ac.uk	1		hannahresearch.org.uk	1			
<b>Total</b>	<b>1134</b>		<b>Total</b>	<b>2575</b>			
<b>% non central</b>	<b>1.50</b>		<b>%non central</b>	<b>0.39</b>			
<b>% exchange</b>	<b>95.41</b>		<b>% exchange</b>	<b>98.99</b>			
<b>Grand Total</b>	<b>8313</b>						
<b>% central</b>	<b>94.14</b>						
<b>% exchange</b>	<b>88.97</b>						

## Appendix 2. Standard Staff Desktop service provision

College	ActiveSSD7	ActiveSSD5	ActiveSSD4	All SSD Accounts
Arts	375	15	0	390
MVLS	650	250	390	1290
CoSE	220	10	0	230
SocSci	530	230	0	760
US	570	1050	0	1620
<b>Totals</b>	<b>2345</b>	<b>1555</b>	<b>390</b>	<b>4290</b>



## Appendix 3 Complete IT Services Core Infrastructure Support Matrix

College of	Arts	Medical, Veterinary and Life Sciences			Science and Engineering.			Social Sciences	
	Arts	IBLS	Medicine	Vet Medicine	Engineering	FIMS	Physical Sciences	LBSS	Education
<b>Core Service</b>									
High Coverage >= 70%									
Moderate coverage >= 20%									
Low coverage <=19%%									
Headings in green represent current priorities for promoting increased take up									
<b>Campus Network</b>									
SuperJANET	High	High	High	High	High	High	High	High	High
Campus Routing	High	High	High	High	High	High	High	High	High
LAN switching	High	High	High – Excludes Forensic Med	High	High - excludes comms labs	Moderate excludes DCS	Moderate excludes Physics & astronomy	High	High
Data wiring	High	High	High – Excludes Forensic Med	High	High	High	High	High	High
Port activations	High	High	High – Excludes Forensic Med	High	High	Moderate excludes DCS	Moderate excludes Physics & astronomy	High	High
WiFi	High	High	High – Excludes Forensic Med	High	High	High	Moderate excludes Physics & astronomy	High	High
VPN	High	High	High	High	Moderate	High	Moderate excludes Physics & astronomy	High	High
Network security	High	High	High	High	High	High	High	High	High
Network Support, Maintenance , fault investigation and resolution	High	High	High – Excludes Forensic Med	High	High	Moderate excludes DCS	Moderate excludes Physics & astronomy	High	High

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[illegible]

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